RELOCATION ASSISTANCE PROGRAM

Moving Made Easy

Relocation: It's All About the Future *and YOU!*

Ms. Pamela Cunningham, OSD
Relocation Program Manager

12th Annual Joint Services/Agency/ERC Relocation Training Conference

RELOCATION ASSISTANCE PROGRAM

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Overview

- **Review of 2009**

- **2010 Conference**

and

beyond

RELOCATION ASSISTANCE PROGRAM

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What We've Been Up To…

- Worldwide Installation Needs Assessment
- HOMEFRONTConnections Community
- eSponsorship Application Training
- New MI and PMM Improvements
- Workshop Training Kits
- eLearning Modules
- Strategic Planning
- Marketing and Communications Planning
- MOS Relocation Information

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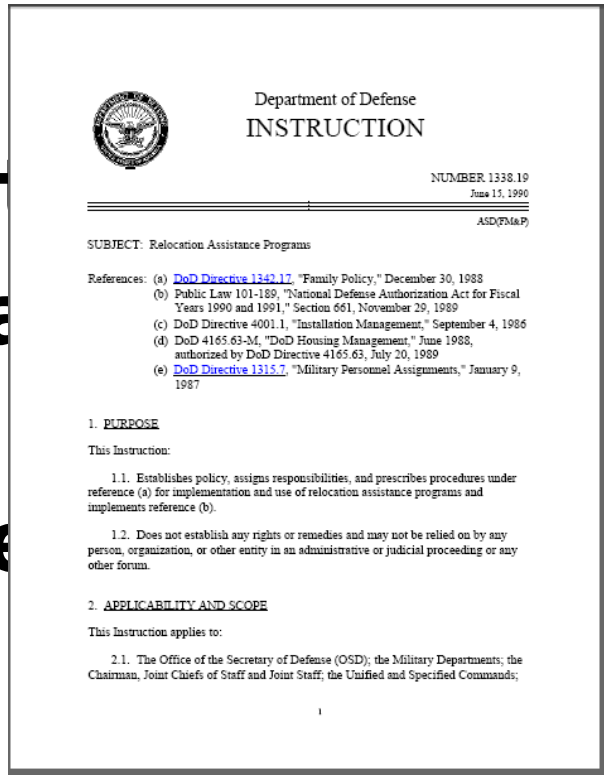
Needs Assessment Leads to DoDI Revision

- Served us well for over 20 years
- Time for update
- Joint Services Projec
- Collaboration with Fa Policy
- Coordination expecte Summer 2010



Department of Defense
INSTRUCTION

NUMBER 1338.19
June 15, 1990
ASD(FM&P)

SUBJECT: Relocation Assistance Programs

References: (a) DoD Directive 1342.17, "Family Policy," December 30, 1988
(b) Public Law 101-189, "National Defense Authorization Act for Fiscal Years 1990 and 1991," Section 661, November 29, 1989
(c) DoD Directive 4001.1, "Installation Management," September 4, 1986
(d) DoD 4165.63-M, "DoD Housing Management," June 1988, authorized by DoD Directive 4165.63, July 20, 1989
(e) DoD Directive 1315.7, "Military Personnel Assignments," January 9, 1987

1. PURPOSE

This Instruction:

1.1. Establishes policy, assigns responsibilities, and prescribes procedures under reference (a) for implementation and use of relocation assistance programs and implements reference (b).

1.2. Does not establish any rights or remedies and may not be relied on by any person, organization, or other entity in an administrative or judicial proceeding or any other forum.

2. APPLICABILITY AND SCOPE

This Instruction applies to:

2.1. The Office of the Secretary of Defense (OSD); the Military Departments; the Chairman, Joint Chiefs of Staff and Joint Staff; the Unified and Specified Commands;

Assessment Status of Relocation Program

Do you utilize FACEBOOK / TWITTER for relocation?	Mostly No
Does your installation have their own relocation website for customers to use?	52 Yes - 58 No
Does your installation have a Coordinating Committee that the relo person chairs or provides input?	18 Yes - 90 No

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Worldwide Needs Assessment
What You Told Me

FUNDING

1. Personnel / Staff
2. Training
3. Program Development
4. Supplies
5. Equipment
6. Facilities
7. Travel

RESOURCES

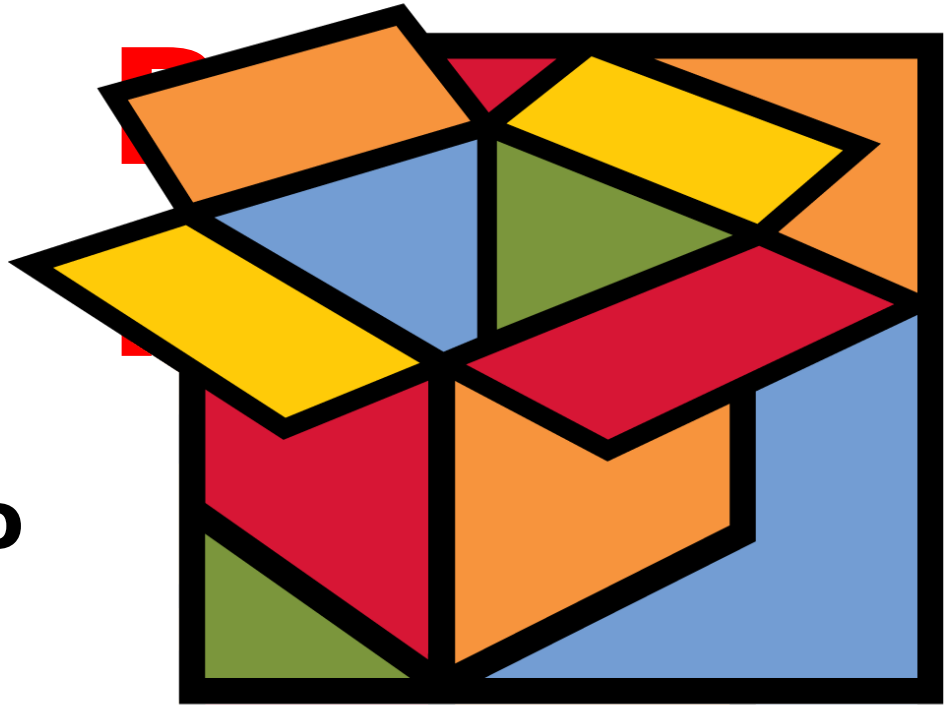
1. Funding Support
2. Office Space
3. Meeting Space
4. File / Storage Space
5. Child Care
6. Library Space
7. Volunteer Staff

Assessment You Said You Wanted...

- **eSponsorship**
  - Training, duties, expectations, standardization
- **Additional marketing materials (i.e. posters, business cards, tri-folds, etc.)**
- **Better communication**
- **Training for relocation staff**
- **Relocation Assistance Coordinating Committee**
- **Shared Best Practices**

HOMEFRONTConnection

RELOCATION
ASSISTANCE
PROGRAM



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L o g o

HOMEFRONTConnections – ReloRAP Community

- **Name the community contest**
- **ReloRAP winner**
  - Kathy Peterpaul MCAS New River
- **134 Members**
- **B2B solution**
- **Quick access to most up-to-date materials**

HOMEFRONTConnections, A social networkin...

MilitaryHOMEFRONT | Feedback

HOMEFRONTConnections

A social networking environment for service members, their families, and the working professionals who support them.

HOMEFRONTConnections provides a secure place where members of the military community can meet and interact online to share experiences, post pictures and videos, write blogs, and create discussion boards. Join an existing group or create your own!

Within this password protected environment, family readiness groups can create online communities, allowing family members to share information and resources.

Click to log in, or register if you're new to the site.

Enter HOMEFRONTConnections

Information is not shared with marketers and commercial groups will never advertise here. Read our Privacy Policy and User Agreement.

Military Community & Family Policy provides policy, tools, and resources to further enhance the quality of life of service members and their families. Learn more »

USA.gov Government Made Easy

About US / Privacy Policy & Security / Disclaimer / Link to Us / Plug-Ins / User Agreement

Contact HOMEFRONTConnections by sending email to the Webmaster.

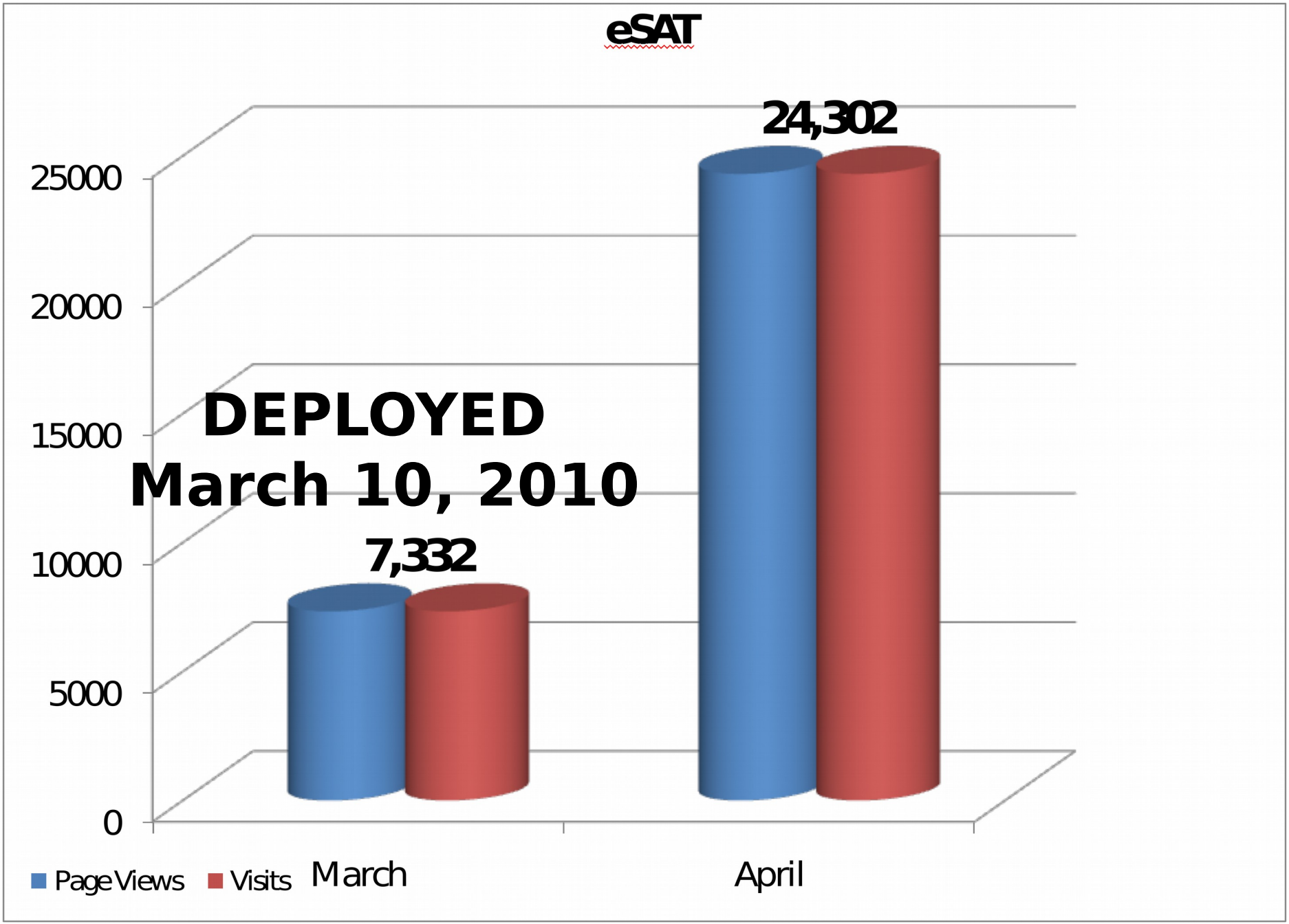
508

eSponsorship Application Training (eSAT)

- Sponsors can take online course to learn HOW to be a sponsor
- Relocation Managers can utilize this as training tool to augment sponsorship training
- Trains the roles and responsibilities
- Connects the sponsor and newcomer electronically
- Provides feedback from sponsor and newcomer

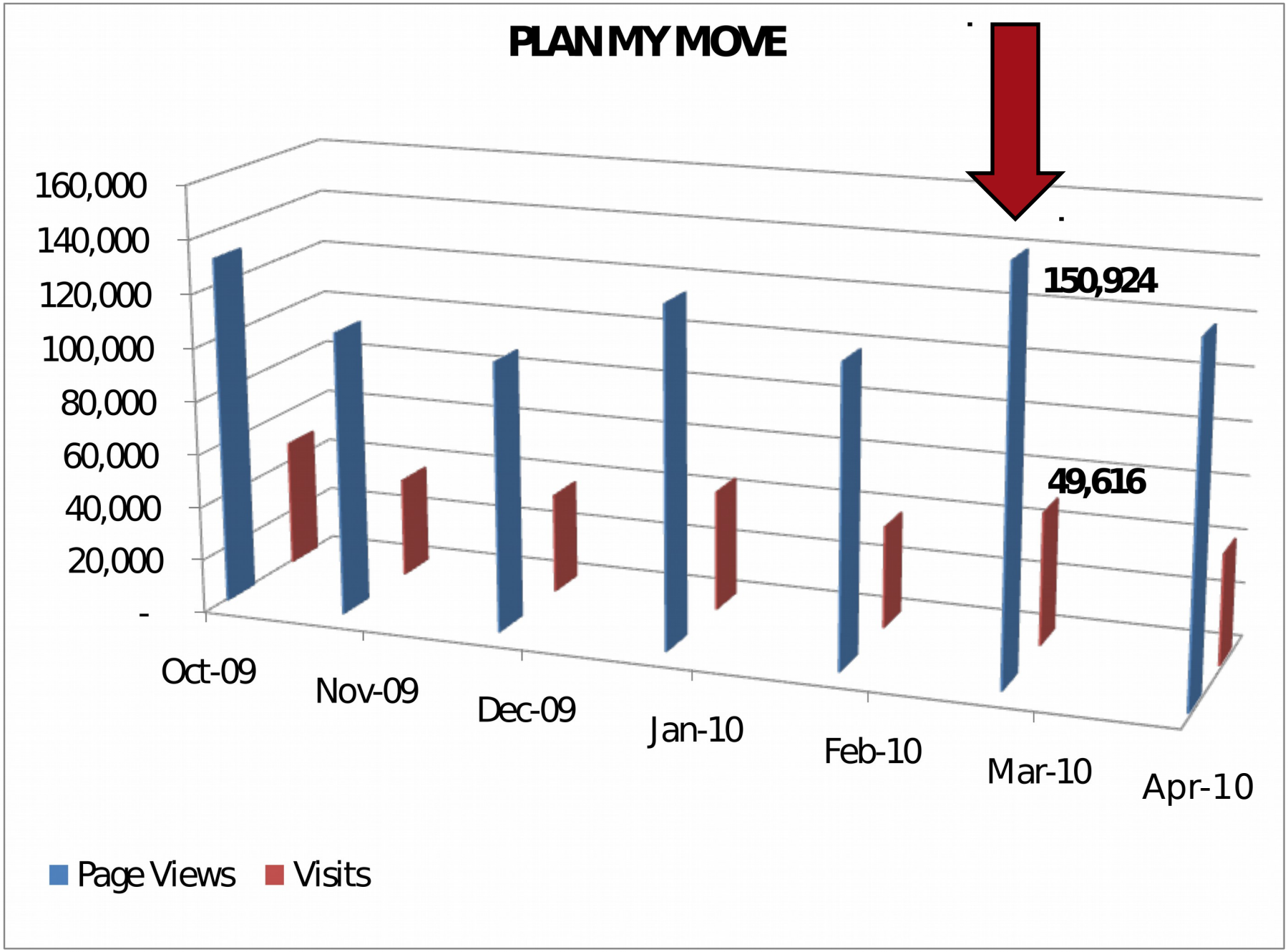
eSponsorship Application & Training

- **Available materials on ReloRAP at HomefrontCONNECTIONS**
  - Users Guide
  - Flyers for Unit and Sponsor
  - Quick Start Guides for Sponsor and Newcomer


eSAT
24,302
25000
20000
DEPLOYED
March 10, 2010
15000
10000
7,332
5000
0
Page Views
Visits
March
April

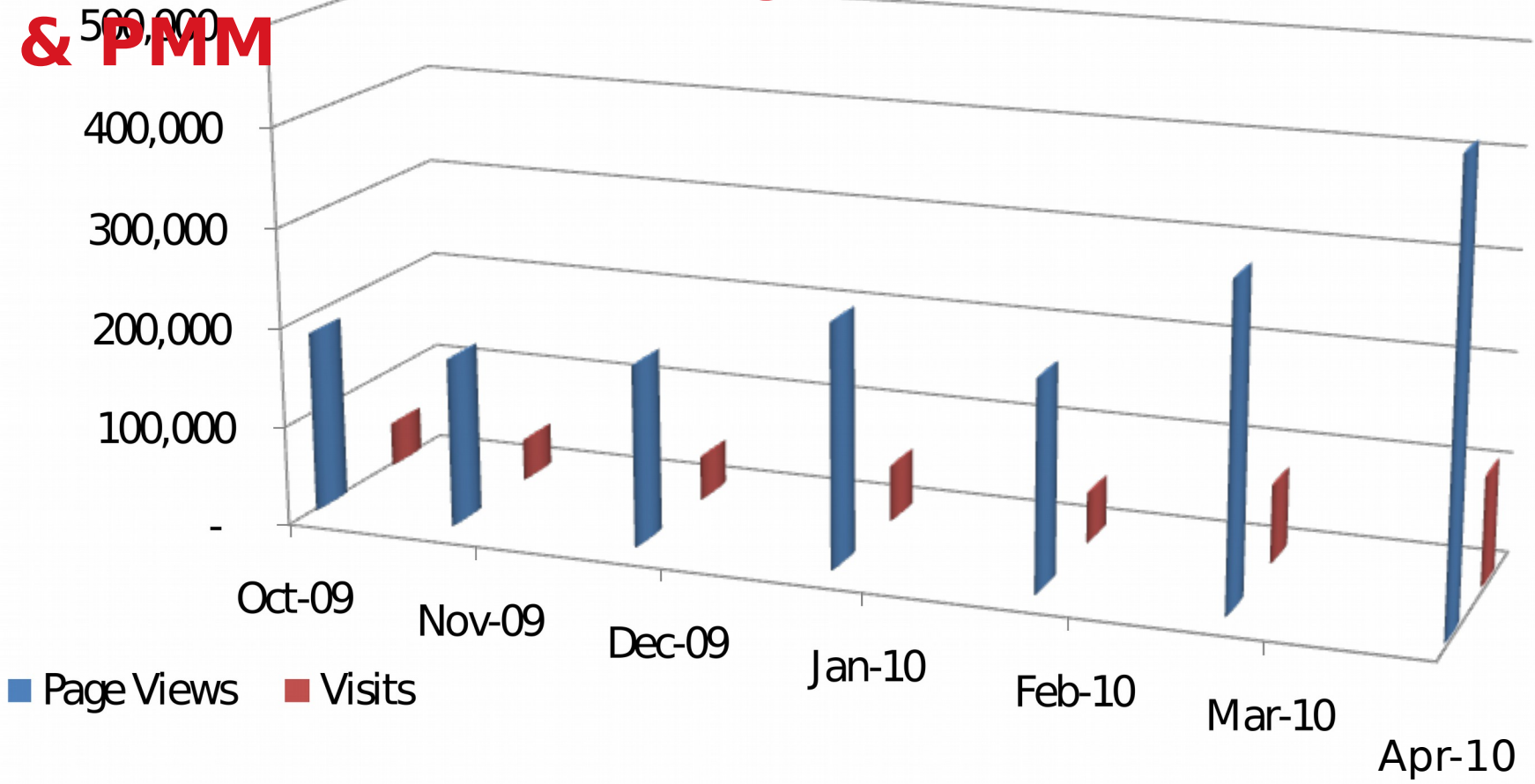
MilitaryINSTALLATIONS and Plan My Move -- Usage

Let the numbers speak for themselves


PLAN MY MOVE
160,000
140,000
120,000
100,000
80,000
60,000
40,000
20,000
-
150,924
49,616
Oct-09
Nov-09
Dec-09
Jan-10
Feb-10
Mar-10
Apr-10
Page Views
Visits

MILITARY INSTALLATIONS

APRIL > 600,000 Page Views between MI & PMM



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Updates to MilitaryINSTALLATIONS

- **Fast Facts**
- **Added articles Special Needs**
  - Special Needs (New)
  - Enrollment/EFMP (New)
  - Family Support/EFMP (New)
  - Health Care/Special Needs (Moved)
  - Special Needs Education/EIS (Moved)
- **Added new Directories**
  - Enrollment/EFM
  - Family Support/EFM

EFMP Exceptional Families Exceptional Service

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MilitaryINSTALLATIONS

- **Other New Articles**
  - Family Center (add installation specific text)
  - Library (add installation specific text)
  - New Parent Support (add installation specific text)
  - Child and Youth Services (standard)
- **Other New Features**
  - Request a Sponsor Link (on PMM above calendar too)
  - Additional Resources

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MilitaryINSTALLATIONS -- State Pages

- **Primarily for geographically dispersed personnel**
- **Has information on State JFSAP services**
- **State website directory for military services**
- **Moving checklist similar to PMM**
  - 90 day calendar
- **Link to MOS Relocation Essentials**

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Plan My Move

- **Added new 6 week calendar view**
  - First time move
  - Designed for first assignment after advanced training
  - Only domestic
- **Created new content behind many of the links**
- **Added new resources**

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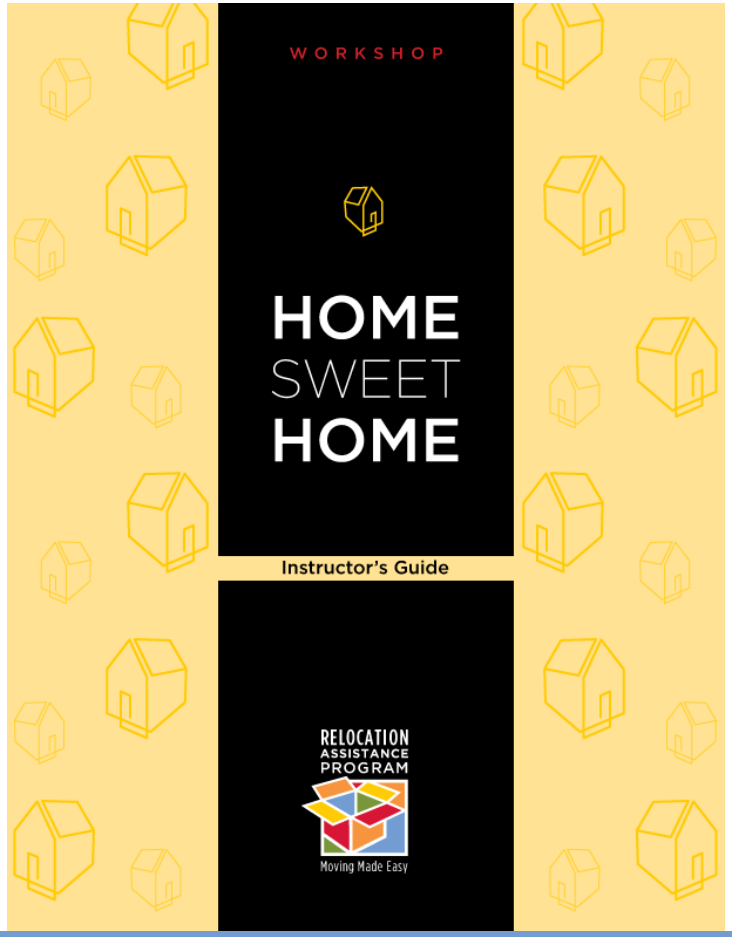
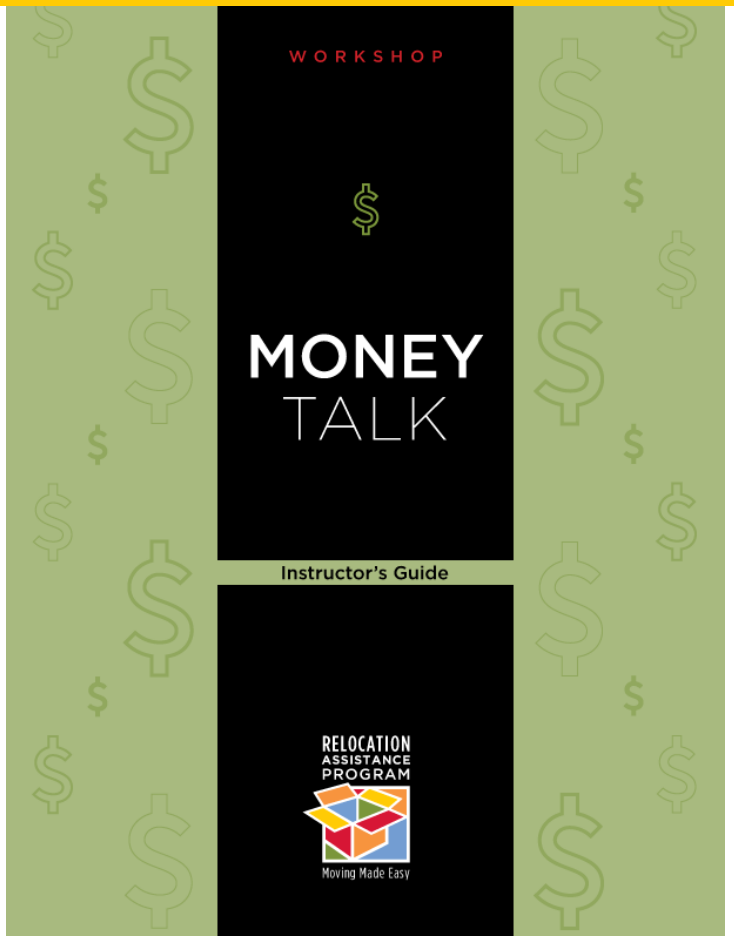
Workshop Kits





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Workshop Training Kits

- **Developed to assist Relocation Managers communicate with their customers**
- **Can be customized for installation**
- **Downloadable from HomeFrontConnections**
- **Workshop kits contain:**
  - Student Manual
  - Instructor's Guide
  - Slides and Handouts

Military Community & Family Policy

eLearning Environment

DoD Notice and Consent

You are accessing a U.S. Government (USG) information system (IS) that is provided for USG-authorized use only.

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- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
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All activity is logged with your host name and IP address.

○ **I do not agree.** ◉ **I have read and understood the statement and I agree to comply with all applicable regulations concerning use of the information from this web site.**

Proceed to Application

Military Community & Family Policy

Administration

eLearning Environment

Relocation »

The Relocation Program assists service and family members with their permanent change of station moves by providing them with resources that contain vital information. These resources include planning calendars, checklists, and links to other valuable tools they will need to access at their departure and destination locations. To keep up-to-date on the newest programs and services available DoD, along with the Services' Headquarters Relocation Teams, have created on-line training that is available here. The training modules address basic functions of the Relocation Professional's job the job including: technology, communication, client services, program management and community resources. Get started now.

Relocation Managers eLearning Basic Course

Moving Made Easy

Create or Update Your Profile

You will need to register to begin your relocation training. To register please completely fill out the Profile information below. When you have completed the form below, select the "Create/Update Registration" button at the bottom of the page to save your changes.

This application will keep your information and recognize you when you logon in the future. If you need to update your profile you may do so at any time. Once you have completed the designated set of training modules you will receive a certificate of completion.

Fields marked with an asterisk * must be completed.

* **First Name**	Linda
* **Last Name**	Rothleder
* **Service/DoD Agency**	United States Army
* **Rank/Rate/GS Grade**	GS 12 Fill in your Rank or your GS designation.
* **Installation**	Andrews AFB (Joint Base Andrews-Naval Air Facility Washington)
* **Email Address**	linda.rothleder.ctr@mhf.dod.mil Your official .mil email address
Alt Email Address	 Personal email address
* **Work Phone**	301-384-5696
DSN Phone	
Fax Number	

Create/Update Profile | Continue »

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Relocation Managers eLearning Basic Course

Welcome Linda Rothleder!

To begin a new module or continue a module, please make a selection from the course titles below. Next to each course title is a "Completion Status". This function will enable you to see which courses you have completed and which ones you have not.

Please select from the following list of Relocation eLearning courses.

COURSE TITLE (click to launch course)	**COMPLETION STATUS**
Defense Installation Messaging System (DIMS)	Course started on 28 March 2010 (pg. 2)
Plan My Move (PMM)	Course completed on 08 May 2010 (Certificate)
MilitaryINSTALLATIONS (MI)	Course completed on 08 May 2010 (Certificate)
eSponsorship Application & Training (eSAT)	None
Relocation Managers Job	None

Once all courses have been passed, a certificate of completion will be made available for download.

Relocation Resources

- » MilitaryINSTALLATIONS
- » Plan My Move
- » eSponsorship Application & Training
- » Money Talk Workshop Kit
- » Home Sweet Home Workshop Kit
- » ReloRAP Community HOMEFRONTConnections

Military Community & Family Policy provides policy, tools, and resources to further enhance the quality of life of service members and their families. Learn more »

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Relocation Managers eLearning Basic Course

MilitaryINSTALLATIONS (MI)

Part 1: Overview

Welcome to MilitaryINSTALLATIONS (MI) training. This module provides an overview of the MI application and checking your knowledge on some key points. MilitaryINSTALLTIONS is used heavily by service and family members worldwide. It contains information relevant to active duty, guard and reserve. The information is submitted from relocation personnel in the field to a team of MilitaryHOMEFRONT editors who vet the information, sometimes revise, and post to the website. It is a coninuous process. It is very valuable to its users and therefore critical that it is kept up to date.

Continue »

Start Over »

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eLearning Modules

- **Online training – self paced**
- **Developed to increase proficiency for Relocation Assistance Program Managers**
  - Certificate upon completion
  - Services continuing education application requirements will differ
- **Basic, Intermediate and Advanced Courses**

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Basic Course Modules

- Defense Information Messaging System (DIMS)
- Plan My Move (PMM)
- MilitaryINSTALLATIONS (MI)
- eSponsorship Application & Training (eSAT)
- Relocation Assistance Managers Job

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Intermediate Course Modules

- Marketing
- Performance Measurement
- Workshops, Briefings and Trainings
- Client Counseling and Customer Service
- Allowances and Benefits
- Mobility History and Theory

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Strategic Planning

- **Off-site working group meetings**
- **Meetings with fielc**
- **Feedback from fiel**

RELOCATION ASSISTANCE PROGRAM
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Mission

"To support, educate, and empower the mobile DoD force"

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Vision

"To provide world class relocation services to all relocating DoD personnel and their families"

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Core Values

- **Integrity:**
  - *We will treat all customers equally, with honesty and respect*
- **Commitment:**
  - *We will provide world class service to all of our families in a timely, focused fashion*

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Core Values

- **Innovation:**
  - *We will go above and beyond in seeking creative solutions*
- **Credibility:**
  - *We remain committed to ongoing learning and professional development in our field*

Private Help 24/7

Call and Talk Anytime

1.800.342.9647

or call OCONUS:

Counseling

E-mail and get answers

Moving

Home Buying or Renting

- Buying/Selling a Home
- Mortgages/Refinancing
- Renting

International Relocation

- Communication Issues Living Abroad
- Moving Abroad
- Relocation Stress - Living Abroad
- Traveling Abroad
- Working Abroad

Military Relocation

- Adjusting to a New Community
- Changing Schools
- International Relocation
- Preparing for Relocation

Moving

- Making Connections in a New Community
- Planning a Move

Relocation and Your Career

- Finding a Job
- Job Loss
- Relocating for Work

Relocation Resources

- Community Resources
- Finding Health/Medical Resources

Resources

DoD and Branch Resources

- Plan My Move
- Military Installations
- MilitaryHOMEFRONT

Featured Military OneSource Articles

- A Step Ahead: Getting Ready to Relocate as a Military Family
- Helping Your Teenager Cope with Relocation

On this site

- Moving and Relocation Page
- Relocation Tool
- Discussion Boards

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Moving

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Relocation Program

Military OneSource is making your next move easier!

Are you Moving? Moving and traveling for the military can be confusing to both young and experienced service and family members. Military OneSource will ensure that you make smart financial decisions, plan a smooth move, and receive all of your allowances and entitlements. Contact us 24/7 by phone 1-800-342-9647, by e-mail, or use the resources below to research and organize your move.

Quick Reference Guides

Finances | Child Care | Schools | Employment Household Goods
Special Circumstances | Single Service Member Housing

Home Buying or Renting

Buying/Selling a Home
Mortgages/Refinancing

International Relocation

Communication Issues Living Abroad

Resources

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The Way Ahead

- **Remainder 2010**
  - Official eSAT Launch
  - Deploy eLearning Application
  - Launch MOS redesign
  - Provide two more Workshop Kits
  - Develop marketing materials
  - Complete strategic plan
  - Complete communication plan